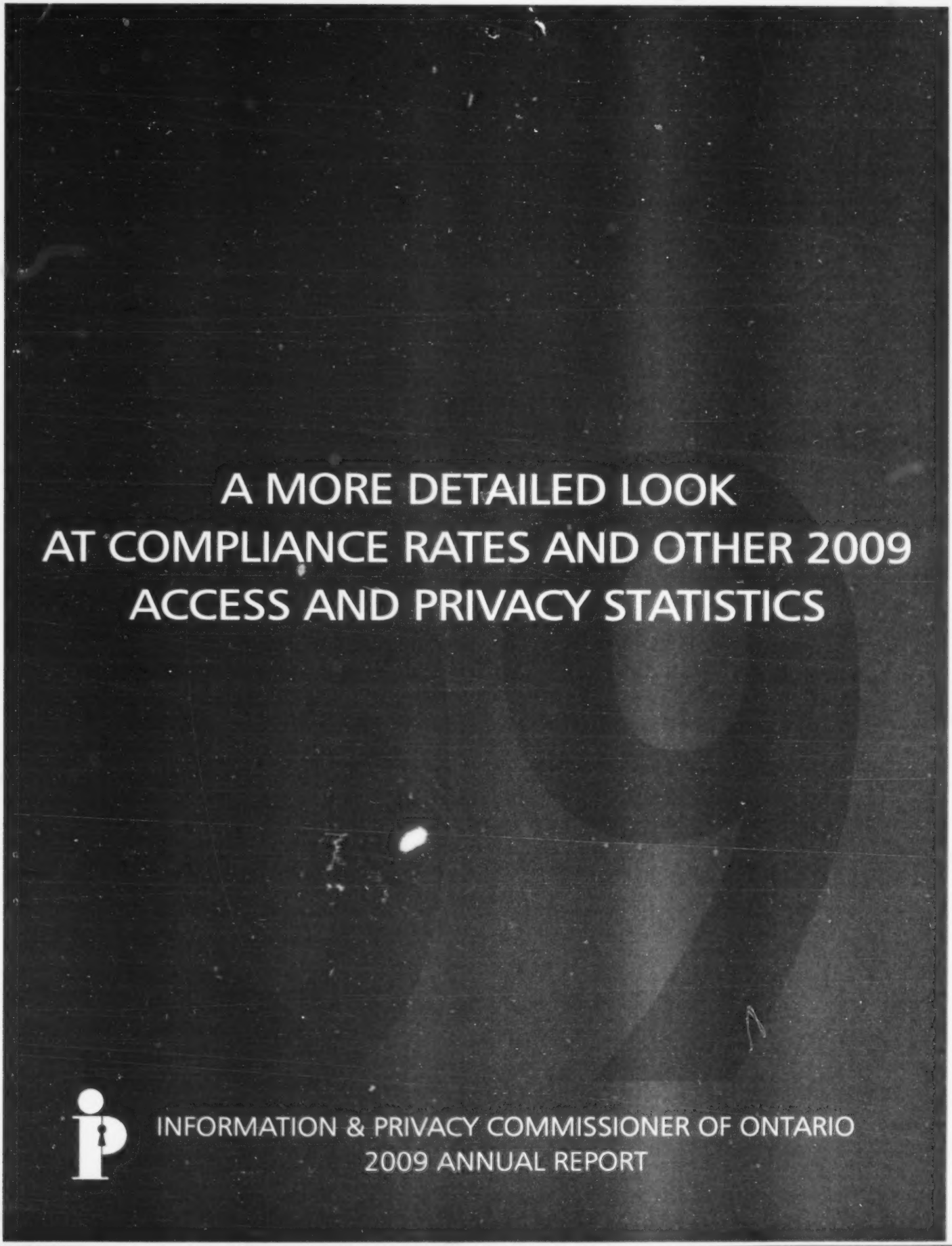
A MORE DETAILED LOOK
AT COMPLIANCE RATES AND OTHER 2009
ACCESS AND PRIVACY STATISTICS
INFORMATION & PRIVACY COMMISSIONER OF ONTARIO
2009 ANNUAL REPORT

A MORE DETAILED LOOK AT COMPLIANCE RATES AND OTHER 2009 ACCESS AND PRIVACY STATISTICS

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Requests by the Public

2009 FOI Requests, by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	10,895	12,172	23,067
Provincial	3,783	10,240	14,023
Total	**14,678**	**22,412**	**37,090**

FOI Requests, listed by Source and Jurisdiction

	Municipal	Provincial	Total
Individual/Public	15,256	3,538	18,794
Business	6,228	8,745	14,973
Government (All Levels)	415	509	924
Association/Group	451	366	817
Other	384	195	579
Media	157	185	342
Academic/Researcher	39	112	151
Unknown	137	373	510
Total	**23,067**	**14,023**	**37,090**

FOI Requests *completed* in 2009, by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	10,836	12,108	22,944
Provincial	3,734	9,921	13,655
Total	**14,570**	**22,029**	**36,599**

Outcome of Requests *completed*, by Jurisdiction

	Provincial	Municipal	Total
All information disclosed	3,278	6,769	10,047
Disclosed in part	4,692	12,092	16,784
Nothing disclosed	4,350	3,276	7,626
Request withdrawn or abandoned	1,335	807	2,142
Total	**13,655**	**22,944**	**36,599**

Response Rate Compliance

Provincial Ministries and Agencies

Ranked by the number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	4,944	4,830	3,975	82.3	97.7	110	2.3
Ministry of Community Safety and Correctional Services	3,740	3,784	2,884	76.2	96.4	138	3.6
Ministry of Community and Social Services	794	746	592	79.4	97.7	17	2.3
Ministry of Labour	616	640	572	89.4	95.0	32	5.0
Ministry of the Attorney General	436	378	338	89.4	97.9	8	2.1
Ministry of Transportation	290	289	272	94.1	100.0	0	0.0
Archives of Ontario	295	270	239	88.5	98.9	3	1.1
Ministry of Health and Long-Term Care	283	217	95	43.8	86.2	30	13.8
Ministry of Natural Resources	191	185	142	76.8	97.3	5	2.7
Ministry of Government Services	169	178	156	87.6	100.0	0	0.0
Ministry of Finance	163	125	94	75.2	94.4	7	5.6
Ministry of Revenue	90	91	80	87.9	98.9	1	1.1
Ministry of Training, Colleges and Universities	89	85	60	70.6	97.6	2	2.4
Ministry of Small Business and Consumer Services	80	66	59	89.4	100.0	0	0.0
Ministry of Municipal Affairs and Housing	70	66	51	77.3	100.0	0	0.0
Ministry of Children and Youth Services	62	57	38	66.7	98.2	1	1.8
Ministry of Energy and Infrastructure	50	50	45	90.0	100.0	0	0.0
Ministry of Education	44	42	33	78.6	95.2	2	4.8
Ministry of Agriculture, Food and Rural Affairs	39	40	31	77.5	100.0	0	0.0
Ministry of Tourism	24	26	15	57.7	100.0	0	0.0
Ministry of Culture	22	22	17	77.3	95.5	1	4.5
Ministry of Health Promotion	22	22	21	95.5	95.5	1	4.5
Ministry of Northern Development, Mines and Forestry	20	22	19	86.4	95.5	1	4.5
Ministry of Economic Development and Trade	19	22	11	50.0	86.4	3	13.6
Ministry of Citizenship and Immigration	20	20	19	95.0	100.0	0	0.0
Cabinet Office	23	18	17	94.4	100.0	0	0.0
Ontario Senior's Secretariat	5	5	4	80.0	100.0	0	0.0
North Simcoe Muskoka Local Health Integration Network	4	4	0	0.0	100.0	0	0.0
Ontario Labour Relations Board	3	3	2	66.7	100.0	0	0.0
Niagara Escarpment Commission	2	2	1	50.0	100.0	0	0.0
Ontario Women's Directorate	2	2	1	50.0	100.0	0	0.0
Ontario Highway Transport Board	2	2	2	100.0	100.0	0	0.0
Workplace Safety and Insurance Appeals Tribunal	1	1	1	100.0	100.0	0	0.0

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance

Ontario Universities

Ranked by the number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
University of Ottawa	74	56	50	89.3	100.0	0	0.0
University of Toronto	35	35	30	85.7	100.0	0	0.0
University of Guelph	26	25	23	92.0	100.0	0	0.0
York University	25	24	17	70.8	100.0	0	0.0
University of Western Ontario	19	24	11	45.8	100.0	0	0.0
Ryerson University	21	19	14	73.7	89.5	2	10.5
Laurentian University	15	14	6	42.9	100.0	0	0.0
McMaster University	9	14	9	64.3	92.9	1	7.1
Queen's University	6	6	3	50.0	100.0	0	0.0
Brock University	4	5	2	40.0	100.0	0	0.0
Trent University	4	4	3	75.0	100.0	0	0.0
Ontario College of Art & Design	1	2	1	50.0	100.0	0	0.0
University of Windsor	1	1	1	100.0	100.0	0	0.0
Nipissing University	1	1	1	100.0	100.0	0	0.0
Lakehead University	1	1	1	100.0	100.0	0	0.0
Wilfrid Laurier University	1	1	1	100.0	100.0	0	0.0
University of Waterloo	1	1	0	0.0	100.0	0	0.0
University of Ontario Institute of Technology	1	1	0	0.0	100.0	0	0.0

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance

Top 30 Municipal Institutions

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	3783	3739	2876	76.9	94.4	209	5.6
City of Toronto	2104	2072	1605	77.5	94.1	122	5.9
Peel Regional Police	1413	1413	1413	100.0	100.0	0	0.0
Hamilton Police Service	1245	1246	1096	88.0	99.9	1	0.1
Niagara Regional Police Service	1153	1153	920	79.8	100.0	0	0.0
Durham Regional Police Service	1103	1095	796	72.7	95.9	45	4.1
Halton Regional Police Service	1012	997	912	91.5	100.0	0	0.0
Windsor Police Service	660	660	565	85.6	100.0	0	0.0
City of Brampton	654	650	644	99.1	100.0	0	0.0
Town of Oakville	650	649	646	99.5	100.0	0	0.0
City of Kitchener	594	593	593	100.0	100.0	0	0.0
City of Mississauga	569	564	561	99.5	100.0	0	0.0
City of Ottawa	570	533	487	91.4	99.1	5	0.9
Ottawa Police Service	501	472	372	78.8	99.2	4	0.8
Sarnia Police Service	462	458	397	86.7	100.0	0	0.0
Town of Richmond Hill	435	434	428	98.6	100.0	0	0.0
Waterloo Regional Police Service	417	414	414	100.0	100.0	0	0.0
Brantford Police Service	333	339	260	76.7	95.0	17	5.0
Guelph Police Service	288	305	219	71.8	97.4	8	2.6
Barrie Police Service	279	278	278	100.0	100.0	0	0.0
York Regional Police	263	259	207	79.9	100.0	0	0.0
Chatham-Kent Police Service	205	205	147	71.7	100.0	0	0.0
Thunder Bay Police Service	178	176	174	98.9	100.0	0	0.0
City of Greater Sudbury	184	168	154	91.7	100.0	0	0.0
Town of Aurora	165	163	163	100.0	100.0	0	0.0
Peterborough Lakefield Police Service	156	158	144	91.1	100.0	0	0.0
South Simcoe Police Service	152	149	121	81.2	94.0	9	6.0
City of Hamilton	159	143	125	87.4	100.0	0	0.0
City of Cambridge	122	122	122	100.0	100.0	0	0.0
City of Vaughan	119	117	101	86.3	100.0	0	0.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance

School Boards

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District School Board of Niagara	92	92	92	100.0	100.0	0	0.0
Dufferin-Peel Catholic District School Board	20	17	16	94.1	100.0	0	0.0
Thames Valley District School Board	16	15	10	66.7	100.0	0	0.0
Toronto Catholic District School Board	15	15	12	80.0	93.3	1	6.7
Conseil des écoles publiques de l'Est de l'Ontario	12	12	11	91.7	100.0	0	0.0
Algonquin and Lakeshore Catholic District School Board	8	8	8	100.0	100.0	0	0.0
Peel District School Board	7	7	6	85.7	100.0	0	0.0
Ottawa-Carleton District School Board	8	6	6	100.0	100.0	0	0.0
Conseil des écoles catholiques du Centre-Est	6	6	5	83.3	100.0	0	0.0
London District Catholic School Board	5	5	5	100.0	100.0	0	0.0
Windsor-Essex Catholic District School Board	2	5	5	100.0	100.0	0	0.0
York Region District School Board	3	3	2	66.7	66.7	1	33.3
Bruce-Grey Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Hastings and Prince Edward District School Board	2	2	2	100.0	100.0	0	0.0
Grand Erie District School Board	2	2	2	100.0	100.0	0	0.0
The Durham District School Board	2	2	0	0.0	100.0	0	0.0
Hamilton-Wentworth Catholic District School Board	1	1	1	100.0	100.0	0	0.0
Upper Grand District School Board	1	1	1	100.0	100.0	0	0.0
Bluewater District School Board	1	1	0	0.0	100.0	0	0.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance

Health Units

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Brant County Health Unit	43	43	43	100.0	100.0	0	0.0
North Bay Parry Sound District Health Unit	15	15	15	100.0	100.0	0	0.0
Sudbury and District Health Unit	5	5	5	100.0	100.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	5	5	5	100.0	100.0	0	0.0
Kingston, Frontenac, Lennox and Addington Public Health	4	4	4	100.0	100.0	0	0.0
Perth District Health Unit	2	2	2	100.0	100.0	0	0.0
Elgin St. Thomas Health Unit	2	2	2	100.0	100.0	0	0.0
Grey Bruce Health Unit	1	1	1	100.0	100.0	0	0.0
Eastern Ontario Health Unit	0	0	0	0.0	0.0	0	0.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance

Police Services

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	3,783	3,739	2,876	76.9	94.4	209	5.6
Peel Regional Police	1,413	1,413	1,413	100.0	100.0	0	0.0
Hamilton Police Service	1,245	1,246	1,096	88.0	99.9	1	0.1
Niagara Regional Police Service	1,153	1,153	920	79.8	100.0	0	0.0
Durham Regional Police Service	1,103	1,095	796	72.7	95.9	45	4.1
Halton Regional Police Service	1,012	997	912	91.5	100.0	0	0.0
Windsor Police Service	660	660	565	85.6	100.0	0	0.0
Ottawa Police Service	501	472	372	78.8	99.2	4	0.8
Sarnia Police Service	462	458	397	86.7	100.0	0	0.0
Waterloo Regional Police Service	417	414	414	100.0	100.0	0	0.0
Brantford Police Service	333	339	260	76.7	95.0	17	5.0
Guelph Police Service	288	305	219	71.8	97.4	8	2.6
Barrie Police Service	279	278	278	100.0	100.0	0	0.0
York Regional Police	263	259	207	79.9	100.0	0	0.0
Chatham-Kent Police Service	205	205	147	71.7	100.0	0	0.0
Thunder Bay Police Service	178	176	174	98.9	100.0	0	0.0
Peterborough Lakefield Police Service	156	158	144	91.1	100.0	0	0.0
South Simcoe Police Service	152	149	121	81.2	94.0	9	6.0
Woodstock Police Service	108	108	100	92.6	100.0	0	0.0
Sault Ste. Marie Police Service	104	102	86	84.3	98.0	2	2.0
St. Thomas Police Service	100	96	86	89.6	100.0	0	0.0
Leamington Police Service Board	60	60	59	98.3	100.0	0	0.0
Stratford Police Service	47	47	8	17.0	57.4	20	42.6
Midland Police Services Board	34	34	28	82.4	100.0	0	0.0
Port Hope Police Service	33	30	11	36.7	93.3	2	6.7
Greater Sudbury Police Service	28	28	28	100.0	100.0	0	0.0
Hanover Police Service	21	21	19	90.5	100.0	0	0.0
Saugeen Shores Police Service	14	14	13	92.9	100.0	0	0.0
Perth Police Service	13	13	13	100.0	100.0	0	0.0
Smiths Falls Police Service	9	9	9	100.0	100.0	0	0.0
Timmins Police Service	4	4	4	100.0	100.0	0	0.0
North Bay Police Service	4	4	4	100.0	100.0	0	0.0
Espanola Police Service	1	1	0	0.0	100.0	0	0.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance

Municipalities

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Toronto	2,104	2,072	1,605	77.5	94.1	122	5.9
City of Brampton	654	650	644	99.1	100.0	0	0.0
Town of Oakville	650	649	646	99.5	100.0	0	0.0
City of Kitchener	594	593	593	100.0	100.0	0	0.0
City of Mississauga	569	564	561	99.5	100.0	0	0.0
City of Ottawa	570	533	487	91.4	99.1	5	0.9
Town of Richmond Hill	435	434	428	98.6	100.0	0	0.0
City of Greater Sudbury	184	168	154	91.7	100.0	0	0.0
Town of Aurora	165	163	163	100.0	100.0	0	0.0
City of Hamilton	159	143	125	87.4	100.0	0	0.0
City of Cambridge	122	122	122	100.0	100.0	0	0.0
City of Vaughan	119	117	101	86.3	100.0	0	0.0
York Region	115	116	115	99.1	100.0	0	0.0
Region of Peel	111	105	103	98.1	100.0	0	0.0
City of Burlington	104	104	104	100.0	100.0	0	0.0
City of Thunder Bay	102	102	97	95.1	100.0	0	0.0
Regional Municipality of Niagara	88	91	87	95.6	98.9	1	1.1
City of London	78	76	68	89.5	98.7	1	1.3
City of Oshawa	75	69	69	100.0	100.0	0	0.0
City of Peterborough	75	68	64	94.1	100.0	0	0.0
City of Windsor	58	57	54	94.7	100.0	0	0.0
City of Sault Ste. Marie	53	53	52	98.1	100.0	0	0.0
City of Kingston	52	51	47	92.2	100.0	0	0.0
City of Brantford	57	50	47	94.0	100.0	0	0.0
City of Kawartha Lakes	48	48	48	100.0	100.0	0	0.0
Town of Georgina	44	44	44	100.0	100.0	0	0.0
Town of Caledon	40	41	41	100.0	100.0	0	0.0
Town of Gravenhurst	40	40	32	80.0	90.0	4	10.0
Regional Municipality of Waterloo	39	40	31	77.5	97.5	1	2.5
Town of Whitby	37	39	30	76.9	100.0	0	0.0
Municipality of Clarington	39	38	37	97.4	100.0	0	0.0
Town of Markham	37	37	30	81.1	100.0	0	0.0
City of Waterloo	34	31	26	83.9	93.5	2	6.5
City of Clarence-Rockland	32	31	31	100.0	100.0	0	0.0
Regional Municipality of Durham	30	29	26	89.7	100.0	0	0.0
Town of Newmarket	29	27	24	88.9	100.0	0	0.0

Response Rate Compliance

Municipalities (continued)

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of North Bay	27	27	26	96.3	100.0	0	0.0
Norfolk County	27	26	18	69.2	100.0	0	0.0
Regional Municipality of Halton	29	25	23	92.0	100.0	0	0.0
Town of Halton Hills	24	24	22	91.7	100.0	0	0.0
City of Cornwall	24	24	21	87.5	95.8	1	4.2
Town of Ajax	23	23	23	100.0	100.0	0	0.0
Haldimand County	23	21	18	85.7	100.0	0	0.0
Town of Innisfil	20	21	18	85.7	100.0	0	0.0
City of Guelph	21	20	19	95.0	100.0	0	0.0
Township of Springwater	16	16	16	100.0	100.0	0	0.0
City of Pickering	16	16	15	93.8	100.0	0	0.0
Municipality of Chatham-Kent	15	15	14	93.3	93.3	1	6.7
Town of Collingwood	15	15	14	93.3	100.0	0	0.0
County of Simcoe	10	11	9	81.8	100.0	0	0.0
City of Orillia	10	10	10	100.0	100.0	0	0.0
City of Quinte West	10	10	10	100.0	100.0	0	0.0
Town of New Tecumseth	10	10	9	90.0	100.0	0	0.0
Town of Penetanguishene	10	10	8	80.0	100.0	0	0.0
County of Lambton	9	9	9	0.0	0.0	0	0.0
County of Grey	9	9	9	100.0	100.0	0	0.0
County of Wellington	9	9	7	77.8	100.0	0	0.0
Municipality of Meaford	10	8	8	100.0	100.0	0	0.0
Town of Fort Erie	8	8	8	100.0	100.0	0	0.0
City of Woodstock	8	8	8	100.0	100.0	0	0.0
Township of King	8	8	8	100.0	100.0	0	0.0
City of Brockville	8	8	7	87.5	100.0	0	0.0
District Municipality of Muskoka	9	7	6	85.7	100.0	0	0.0
Township of Scugog	7	7	5	71.4	100.0	0	0.0
City of Thorold	7	7	4	57.1	100.0	0	0.0
City of Sarnia	6	7	4	57.1	85.7	1	14.3
Township of Georgian Bay	6	6	6	100.0	100.0	0	0.0
Township of Ramara	6	6	5	83.3	100.0	0	0.0
Town of East Gwillimbury	6	5	5	100.0	100.0	0	0.0
County of Bruce	5	5	5	100.0	100.0	0	0.0
Township of Tay	5	5	5	100.0	100.0	0	0.0
Town of LaSalle	5	5	5	100.0	100.0	0	0.0

Response Rate Compliance

Municipalities (continued)

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
County of Peterborough	5	5	5	100.0	100.0	0	0.0
Town of Amherstburg	5	5	5	100.0	100.0	0	0.0
Municipality of Grey Highlands	5	5	5	100.0	100.0	0	0.0
Separated Town of St. Mary's	5	5	5	100.0	100.0	0	0.0
City of Belleville	5	5	4	80.0	100.0	0	0.0
Town of Orangeville	5	5	4	80.0	100.0	0	0.0
Town of The Blue Mountains	5	5	3	60.0	100.0	0	0.0
Township of Bonfield	6	4	4	100.0	100.0	0	0.0
Township of Madawaska Valley	5	4	4	100.0	100.0	0	0.0
Township of Oro-Medonte	5	4	3	75.0	100.0	0	0.0
Township of Lanark Highlands	4	4	4	100.0	100.0	0	0.0
Town of Cobourg	4	4	4	100.0	100.0	0	0.0
Municipality of Port Hope	4	4	4	100.0	100.0	0	0.0
Township of Alfred and Plantagenet	4	4	4	100.0	100.0	0	0.0
Town of Bancroft	4	4	4	100.0	100.0	0	0.0
Municipality of Trent Hills	4	4	4	100.0	100.0	0	0.0
County of Essex	4	4	3	75.0	100.0	0	0.0
City of Stratford	5	3	3	100.0	100.0	0	0.0
Municipality of Bayham	4	3	3	100.0	100.0	0	0.0
City of Port Colborne	4	3	2	66.7	100.0	0	0.0
Township of Wilmot	4	3	1	33.3	66.7	1	33.3
Town of Bracebridge	3	3	3	100.0	100.0	0	0.0
Corporation of Loyalist Township	3	3	3	100.0	100.0	0	0.0
County of Renfrew	3	3	3	100.0	100.0	0	0.0
Township of Asphodel-Norwood	3	3	3	100.0	100.0	0	0.0
Township of Essa	3	3	3	100.0	100.0	0	0.0
Town of Gore Bay	3	3	3	100.0	100.0	0	0.0
Municipality of Hastings Highlands	3	3	3	100.0	100.0	0	0.0
County of Oxford	3	3	3	100.0	100.0	0	0.0
Town of Hawkesbury	3	3	3	100.0	100.0	0	0.0
Township of Black River-Matheson	3	3	3	100.0	100.0	0	0.0
Township of Georgian Bluffs	3	3	3	100.0	100.0	0	0.0
Township of Huron-Kinloss	3	3	3	100.0	100.0	0	0.0
Town of Whitchurch-Stouffville	3	3	3	100.0	100.0	0	0.0
Township of Guelph/Eramosa	3	3	3	100.0	100.0	0	0.0
Municipality of North Perth	3	3	3	100.0	100.0	0	0.0

Response Rate Compliance

Municipalities (continued)

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Township of Minden Hills	3	3	3	100.0	100.0	0	0.0
Municipality of Wawa	3	3	3	100.0	100.0	0	0.0
Township of Pickle Lake	3	3	3	100.0	100.0	0	0.0
Township of West Lincoln	3	3	2	66.7	66.7	1	33.3
Town of South Bruce Peninsula	3	3	2	66.7	66.7	1	33.3
City of St. Thomas	3	3	2	66.7	100.0	0	0.0
County of Prince Edward	3	3	1	33.3	100.0	0	0.0
Municipality of Tweed	3	3	0	0.0	66.7	1	33.3
City of Owen Sound	2	3	2	66.7	100.0	0	0.0
Village of Merrickville-Wolford	3	2	2	100.0	100.0	0	0.0
Town of Midland	3	2	1	50.0	100.0	0	0.0
Town of Smiths Falls	3	2	1	50.0	100.0	0	0.0
Township of Wainfleet	2	2	2	100.0	100.0	0	0.0
Town of Mississippi Mills	2	2	2	100.0	100.0	0	0.0
Township of Smith-Ennismore-Lakefield	2	2	2	100.0	100.0	0	0.0
Township of Edwardsburg/Cardinal	2	2	2	100.0	100.0	0	0.0
Township of The Archipelago	2	2	2	100.0	100.0	0	0.0
Town of Pelham	2	2	2	100.0	100.0	0	0.0
Township of Strong	2	2	2	100.0	100.0	0	0.0
Town of Carleton Place	2	2	2	100.0	100.0	0	0.0
Town of Huntsville	2	2	2	100.0	100.0	0	0.0
United Counties of Stormont, Dundas and Glengarry	2	2	2	100.0	100.0	0	0.0
County of Hastings	2	2	2	100.0	100.0	0	0.0
Town of Kearney	2	2	1	50.0	100.0	0	0.0
City of Elliot Lake	2	2	1	50.0	100.0	0	0.0
Municipality of Highlands East	2	2	0	0.0	100.0	0	0.0
Town of Saugeen Shores	2	1	1	100.0	100.0	0	0.0
Township of Douro-Dummer	1	1	1	100.0	100.0	0	0.0
Township of Brock	1	1	1	100.0	100.0	0	0.0
Township of Conmee	1	1	1	100.0	100.0	0	0.0
Municipality of Thames Centre	1	1	1	100.0	100.0	0	0.0
Township of Frontenac Islands	1	1	1	100.0	100.0	0	0.0
City of Kenora	1	1	1	100.0	100.0	0	0.0
County of Huron	1	1	1	100.0	100.0	0	0.0
Township of McKellar	1	1	1	100.0	100.0	0	0.0
Town of Shelburne	1	1	1	100.0	100.0	0	0.0

Response Rate Compliance

Municipalities (continued)

Ranked by number of requests completed in 2009	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Township of Southgate	1	1	1	100.0	100.0	0	0.0
Town of Lakeshore	1	1	1	100.0	100.0	0	0.0
Town of Kingsville	1	1	1	100.0	100.0	0	0.0
Township of Faraday	1	1	1	100.0	100.0	0	0.0
Township of Severn	1	1	1	100.0	100.0	0	0.0
Municipality of Kincardine	1	1	1	100.0	100.0	0	0.0
Town of Tecumseh	1	1	1	100.0	100.0	0	0.0
County of Elgin	1	1	1	100.0	100.0	0	0.0
Town of Deep River	1	1	1	100.0	100.0	0	0.0
Township of Southwold	1	1	1	100.0	100.0	0	0.0
Township of McNab/Braeside	1	1	1	100.0	100.0	0	0.0
Municipality of Greenstone	1	1	1	100.0	100.0	0	0.0
Township of Ashfield-Colborne-Wawanosh	1	1	1	100.0	100.0	0	0.0
Town of Lincoln	1	1	1	100.0	100.0	0	0.0
Municipality of Middlesex Centre	1	1	1	100.0	100.0	0	0.0
Township of Seguin	1	1	1	100.0	100.0	0	0.0
Town of Wasaga Beach	1	1	1	100.0	100.0	0	0.0
Township of Woolwich	1	1	1	100.0	100.0	0	0.0
County of Middlesex	1	1	1	100.0	100.0	0	0.0
Township of Muskoka Lakes	1	1	1	100.0	100.0	0	0.0
Town of Niagara-on-the-Lake	1	1	1	100.0	100.0	0	0.0
Township of Nipissing	1	1	1	100.0	100.0	0	0.0
Township of Elizabethtown-Kitley	1	1	1	100.0	100.0	0	0.0
Town of Ingersoll	1	1	1	100.0	100.0	0	0.0
Municipality of Callander	1	1	1	100.0	100.0	0	0.0
Township of Hilliard	1	1	1	100.0	100.0	0	0.0
Township of Puslinch	1	1	0	0.0	100.0	0	0.0
Municipality of South Huron	1	1	0	0.0	100.0	0	0.0
Township of South Stormont	1	1	0	0.0	100.0	0	0.0
Township of Mapleton	1	1	0	0.0	100.0	0	0.0
Township of Cavan Monaghan	10	0	0	0.0	0.0	0	0.0
City of Dryden	1	0	0	0.0	0.0	0	0.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Appeals

Summary of Appeals: 2009 vs 2008

2009	General Records			Personal Information			Total		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	**Total**
Opened	367	280	647	164	189	353	531	469	**1,000**
Closed	385	302	687	151	178	329	536	480	**1,016**

2008	General Records			Personal Information			Total		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	**Total**
Opened	261	316	577	148	194	342	409	510	**919**
Closed	260	302	562	181	223	404	441	525	**966**

Most Appeals filed in 14 years

The 1,000 appeals filed in 2009 to the IPC was the highest number in 14 years. The last time the number of "appeals opened" reached four figures was in 1995, before Bill 7 took full effect. With employment records removed from what was covered under the *Acts*, such records could no longer be obtained via FOI requests or appeals related to FOI requests for such records.

Year	Appeals Opened	Appeals Closed
2009	**1,000**	**1,016**
2008	919	966
2007	957	879
2006	893	888
2005	833	736
2004	827	903
2003	947	966
2002	919	837
2001	950	937
2000	857	853
1999	806	706
1998	669	640
1997	711	748
1996	869	1,078
1995	1,190	1,595
1994	1,540	1,471
1993	1,190	1,408
1992	1,090	1,122
1991	852	616
1990	648	468
1989	393	362
1988	350	198

Appeals

General Records

Issues in General Records Appeals *Opened*

	Provincial	%	Municipal	%	Total	%
Exemptions Only	90	24.5	100	35.7	190	29.4
Deemed Refusal	89	24.3	17	6.1	106	16.4
Reasonable Search	43	11.7	39	13.9	82	12.7
Other	34	9.3	30	10.7	64	9.9
Exemptions with Other Issues	23	6.3	31	11.1	54	8.3
Third Party	31	8.4	12	4.3	43	6.6
Act Does Not Apply	19	5.2	14	5.0	33	5.1
Time Extension	16	4.4	7	2.5	23	3.6
Interim Decision	10	2.7	8	2.9	18	2.8
Fee	5	1.4	12	4.3	17	2.6
Fee and Fee Waiver	3	0.8	2	0.7	5	0.8
Frivolous or Vexatious	1	0.3	3	1.1	4	0.6
Custody or Control	0	0.0	3	1.1	3	0.5
Failure to Disclose	1	0.3	1	0.4	2	0.3
Fee Waiver	2	0.5	0	0.0	2	0.3
Inadequate Decision	0	0.0	1	0.4	1	0.2
Total	**367**	**100.0**	**280**	**100.0**	**647**	**100.0**

Types of Appellants in General Records Appeals *Opened*

	Provincial	%	Municipal	%	Total	%
Individual	191	52.0	218	77.9	409	63.2
Business	52	14.2	41	14.6	93	14.4
Media	87	23.7	1	0.4	88	13.6
Association/Group	17	4.6	9	3.2	26	4.0
Academic/Researcher	16	4.4	8	2.9	24	3.7
Government	2	0.5	1	0.4	3	0.5
Politician	1	0.3	1	0.4	2	0.3
Union	1	0.3	1	0.4	2	0.3
Total	**367**	**100.0**	**280**	**100.0**	**647**	**100.0**

Appeals

General Records

Outcome of General Records Appeals *Closed* other than by Order

	Provincial	%	Municipal	%	Total	%
Mediated in Full	243	79.8	176	74.9	419	77.7
Withdrawn	44	14.3	36	15.7	80	14.9
Screened Out	11	3.6	16	6.8	27	5.0
Abandoned	4	1.3	4	1.7	8	1.5
Dismissed Without Inquiry/Review	3	1.0	2	0.9	5	0.9
Total	**305**	**100.0**	**234**	**100.0**	**539**	**100.0**

Outcome of Orders *Closing* General Records Appeals

Order Outcome	Provincial Orders	%	Municipal Orders	%	Total Orders	%
Partially Upheld**	34	41.3	24	34.3	58	38.0
Upheld	26	32.5	22	31.4	48	32.0
Not Upheld***	13	16.3	16	22.9	29	19.3
Other***	8	10.0	7	10.0	15	10.0
Dismissal After Representations*	0	0.0	1	1.4	1	0.7
Total	**81**	**100.0**	**70**	**100.0**	**151**	**100.0**

** Reconsideration order MO-2464-R **File PA07-187 closed by interim order PO-2808-I*
**** File MA07-365 closed by order MO-2416 (not upheld) and MO-2449 (other).*
NUMBER OF DISTINCT GENERAL RECORDS APPEALS CLOSED BY ORDER in 2009: 148

Outcome of General Records Appeals by Stage *Closed*

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	146	62.4	254	97.3	19	9.90	419	61.0
Order Issued	3	1.3	0	0.0	145	75.52	148	21.5
Withdrawn	54	23.1	6	2.3	20	10.42	80	11.6
Screened Out	27	11.5	0	0.0	0	0.0	27	3.9
Abandoned	4	1.7	1	0.4	8	4.17	13	1.9
Total	**234**	**100.0**	**261**	**100.0**	**192**	**100.0**	**687**	**100.0**

Appeals

General Records

General Records Appeals filed regarding decisions by Ministries

Name	No.	%
Ministry of Community Safety and Correctional Services	69	27.3
Ministry of Health and Long-Term Care	51	20.2
Ministry of Community and Social Services	24	9.5
Ministry of the Attorney General	23	9.1
Ministry of the Environment	14	5.5
Ministry of Finance	13	5.1
Ministry of Natural Resources	11	4.3
Ministry of Government Services	8	3.2
Ministry of Children and Youth Services	5	2.0
Ministry of Training, Colleges and Universities	5	2.0
Ministry of Transportation	5	2.0
Ministry of Energy and Infrastructure	4	1.6
Ministry of Labour	4	1.6
Ministry of Aboriginal Affairs	3	1.2
Ministry of Agriculture, Food and Rural Affairs	2	0.8
Ministry of Economic Development and Trade	2	0.8
Ministry of Education	2	0.8
Ministry of Health Promotion	2	0.8
Ministry of Municipal Affairs and Housing	2	0.8
Ministry of Tourism	2	0.8
Ministry of Northern Development, Mines and Forestry	1	0.4
Ministry of Revenue	1	0.4
Total	**253**	**100.0**

Appeals

General Records Appeals filed regarding Decisions by Provincial Agencies

Name	No.	%
Ontario Lottery and Gaming Corporation	19	16.7
Archives of Ontario	10	8.8
Workplace Safety and Insurance Board	10	8.8
University of Ottawa	7	6.1
eHealth Ontario	6	5.3
Ontario Human Rights Commission	5	4.4
Fanshawe College of Applied Arts and Technology	4	3.5
Ontario Realty Corporation	4	3.5
Brock University	3	2.6
Carleton University	3	2.6
Financial Services Commission of Ontario	3	2.6
Landlord and Tenant Board	3	2.6
Ontario Power Authority	3	2.6
University of Western Ontario	3	2.6
Central East Local Health Integration Network	2	1.8
Human Rights Tribunal of Ontario	2	1.8
Hydro One	2	1.8
Legal Aid Ontario	2	1.8
Alcohol and Gaming Commission of Ontario	1	0.9
Cabinet Office	1	0.9
Erie St. Clair Local Health Integration Network	1	0.9
Georgian College of Applied Arts and Technology	1	0.9
GO Transit	1	0.9
Hamilton Niagara Haldimand LHIN	1	0.9
Infrastructure Ontario	1	0.9
Ministry of Community and Social Services	1	0.9
Niagara Parks Commission	1	0.9
North Simcoe Muskoka LHIN	1	0.9
Office of Francophone Affairs	1	0.9
Office of the Public Guardian and Trustee	1	0.9
OMERS Sponsors Corporation	1	0.9
Ontario Energy Board	1	0.9
Ontario Power Generation	1	0.9
Ottawa Convention Centre	1	0.9
Queen's University	1	0.9
South East Local Health Integration Network	1	0.9
Toronto Central Local Health Integration Network	1	0.9
University of Guelph	1	0.9
University of Toronto	1	0.9
Waterloo Wellington LHIN	1	0.9
York University	1	0.9
Total	**114**	**100.0**

Appeals

General Records

General Records Appeals filed regarding decisions by Municipal Police Services

Name	No.	%
Toronto Police Services Board	17	30.4
London Police Services Board	8	14.3
Halton Regional Police Services Board	6	10.7
Ottawa Police Services Board	6	10.7
Greater Sudbury Police Services Board	4	7.1
Durham Regional Police Services Board	3	5.4
Niagara Regional Police Services Board	3	5.4
West Nipissing Police Services Board	2	3.6
York Regional Police Services Board	2	3.6
Hamilton Police Services Board	1	1.8
Orangeville Police Services Board	1	1.8
Peel Regional Police Services Board	1	1.8
Regional Municipality of York Police Services Board	1	1.8
Thunder Bay Police Services Board	1	1.8
Total	**56**	**100.0**

General Records Appeals filed regarding Decisions by Municipal School Boards

Name	No.	%
Halton District School Board	3	23.1
Toronto Catholic District School Board	2	15.4
Conseil scolaire de district catholique de l'Est Ontarien	2	15.4
Durham District School Board	1	7.7
Hamilton-Wentworth District School Board	1	7.7
Waterloo Catholic District School Board	1	7.7
Rainy River District School Board	1	7.7
Algonquin and Lakeshore Catholic District School Board	1	7.7
Conseil des écoles publiques de l'Est de l'Ontario	1	7.7
Total	**13**	**100.0**

Appeals

General Records Appeals filed regarding Decisions by Municipalities

Name	No.	%
City of Toronto	43	22.1
City of Vaughan	31	15.9
City of Ottawa	15	7.7
Regional Municipality of Durham	6	3.1
City of Windsor	5	2.6
City of Clarence-Rockland	5	2.6
Town of Richmond Hill	5	2.6
Town of Iroquois Falls	4	2.1
City of Hamilton	3	1.5
City of Kawartha Lakes	3	1.5
City of Kingston	3	1.5
City of Waterloo	3	1.5
City of Brantford	3	1.5
City of Barrie	3	1.5
Regional Municipality of Niagara	3	1.5
Township of Asphodel-Norwood	3	1.5
Township of Georgian Bay	3	1.5
City of Mississauga	2	1.0
City of Niagara Falls	2	1.0
Township of Wilmot	2	1.0
County of Norfolk	2	1.0
Municipality of Meaford	2	1.0
Municipality of Tweed	2	1.0
City of London	2	1.0
City of St. Thomas	2	1.0
Town of Caledon	2	1.0
Township of Uxbridge	2	1.0
City of Cornwall	1	0.5
City of Greater Sudbury	1	0.5
City of Timmins	1	0.5
City of Pembroke	1	0.5
Town of Arnprior	1	0.5
County of Bruce	1	0.5

Appeals

General Records Appeals filed regarding Decisions by Municipalities (continued)

Name	No.	%
County of Simcoe	1	0.5
Municipality of Bayham	1	0.5
Municipality of Clarington	1	0.5
Municipality of Grey Highlands	1	0.5
Municipality of Port Hope	1	0.5
Municipality of the Township of Tiny	1	0.5
York Police Services Board	1	0.5
City of Oshawa	1	0.5
Township of Cavan-Monaghan	1	0.5
Township of Prince	1	0.5
Regional Municipality of York	1	0.5
Town of Hanover	1	0.5
Town of Aurora	1	0.5
Town of Gravenhurst	1	0.5
Town of Innisfil	1	0.5
Town of LaSalle	1	0.5
Town of Newmarket	1	0.5
Town of Oakville	1	0.5
Town of Penetanguishene	1	0.5
Town of South Bruce Peninsula	1	0.5
Town of Whitchurch-Stouffville	1	0.5
Township of Frontenac Islands	1	0.5
Township of Madawaska Valley	1	0.5
Township of Melancthon	1	0.5
Township of Russell	1	0.5
Township of Scugog	1	0.5
Township of West Lincoln	1	0.5
Village of Merrickville-Wolford	1	0.5
Total	**195**	**100.0**

Appeals

General Records Appeals filed regarding Decisions by Other Local Institutions

	No.	%
Toronto Centre for the Arts	3	17.6
Municipal Property Assessment Corporation	3	17.6
Toronto and Region Conservation Authority	2	11.8
Toronto Community Housing Corporation	2	11.8
Rush Bay - Woodchuck Bay Local Roads Board	1	5.9
Sault Ste. Marie Economic Development Corporation	1	5.9
Toronto Public Library Board	1	5.9
Essex Region Conservation Authority	1	5.9
Legal Aid Ontario	1	5.9
EnWin Utilities Ltd.	1	5.9
Hamilton Conservation Authority	1	5.9
Total	17	100.0

Appeals

General Records

General Records Appeals filed regarding Provincial Deemed Refusals

Name	No.	%
Ministry of Community and Social Services	23	25.8
Ministry of Community Safety and Correctional Services	14	15.7
Ministry of Health and Long-Term Care	7	7.9
Ministry of the Attorney General	5	5.6
Ontario Lottery and Gaming Corporation	5	5.6
Ministry of Finance	3	3.4
Ontario Human Rights Commission	3	3.4
Landlord and Tenant Board	2	2.2
Ministry of Aboriginal Affairs	2	2.2
Ministry of Energy and Infrastructure	2	2.2
Ministry of Training, Colleges and Universities	2	2.2
University of Ottawa	2	2.2
Workplace Safety and Insurance Board	2	2.2
Cabinet Office	1	1.1
Central East Local Health Integration Network	1	1.1
eHealth Ontario	1	1.1
Infrastructure Ontario	1	1.1
Ministry of Agriculture, Food and Rural Affairs	1	1.1
Ministry of Children and Youth Services	1	1.1
Ministry of Government Services	1	1.1
Ministry of Health Promotion	1	1.1
Ministry of Labour	1	1.1
Ministry of Natural Resources	1	1.1
Ministry of Northern Development, Mines and Forestry	1	1.1
Ministry of the Environment	1	1.1
Ministry of Tourism	1	1.1
Office of Francophone Affairs	1	1.1
Ontario Power Authority	1	1.1
Ontario Power Generation	1	1.1
Ontario Realty Corporation	1	1.1
Total	**89**	**100.0**

Appeals

General Records Appeals filed regarding Municipal Deemed Refusals

	No.	%
City of Toronto	4	23.5
Toronto Police Services Board	2	11.8
Town of Richmond Hill	2	11.8
London Police Services Board	2	11.8
Municipal Property Assessment Corporation	1	5.9
Regional Municipality of Niagara	1	5.9
Toronto Community Housing Corporation	1	5.9
Township of Melancthon	1	5.9
City of Vaughan	1	5.9
Corporation of the City of Clarence-Rockland	1	5.9
City of Niagara Falls	1	5.9
Total	**17**	**100.0**

Appeals

Personal Information

Issues in Personal Information Appeals Opened

	Provincial	%	Municipal	%	Total	%
Exemptions Only	70	42.7	95	50.3	165	46.7
Exemptions with Other Issues	33	20.1	20	10.6	53	15.0
Act Does Not Apply	14	8.5	26	13.8	40	11.3
Reasonable Search	14	8.5	20	10.6	34	9.6
Other	9	5.5	10	5.3	19	5.4
Deemed Refusal	9	5.5	6	3.2	15	4.2
Correction	0	0.0	8	4.2	8	2.3
Fee	2	1.2	2	1.1	4	1.1
Interim Decision	2	1.2	1	0.5	3	0.8
Third Party	3	1.8	0	0.0	3	0.8
Custody or Control	2	1.2	0	0.0	2	0.6
Failure to Disclose	2	1.2	0	0.0	2	0.6
Time Extension	1	0.6	1	0.5	2	0.6
Fee and Fee Waiver	1	0.6	0	0.0	1	0.3
Fee Waiver	1	0.6	0	0.0	1	0.3
Transfer	1	0.6	0	0.0	1	0.3
Total	**164**	**100.0**	**189**	**100.0**	**353**	**100.0**

Outcome of Personal Information Appeals *Closed* by Stage

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	31	36.5	151	95.6	5	5.8	187	56.8
Order Issued*	1	1.2	1	0.6	69	80.2	71	21.6
Withdrawn	21	24.7	4	2.5	7	8.1	32	9.7
Screened Out	27	31.8	0	0.0	0	0.0	27	8.2
Abandoned	5	5.9	2	1.3	2	2.3	9	2.7
No Inquiry	0	0.0	0	0.0	3	3.5	3	0.9
Total	**85**	**100.0**	**158**	**100.0**	**86**	**100.0**	**329**	**100.0**

* File MA09-183 closed in Intake stage by order MO-2431
File MA09-301 closed in Mediation stage by order MO-2475
File PA08-375 closed in Adjudication stage by interim order PO-2852-I

Appeals

Personal Information

Outcome of Personal Information Appeals Closed other than by Order

	Provincial	%	Municipal	%	Total	%
Resolved	89	76.1	98	69.5	187	72.5
Withdrawn	10	8.5	22	15.6	32	12.4
Screened Out	11	9.4	16	11.3	27	10.5
Abandoned	6	5.1	3	2.1	9	3.5
No Inquiry	1	0.9	2	1.4	3	1.2
Total	**117**	**100.0**	**141**	**100.0**	**258**	**100.0**

Outcome of Orders *Closing* Personal Information Appeals

Head's Decision	Provincial Orders	%	Municipal Orders	%	Total Orders	%
Upheld	12	35.3	18	48.6	30	42.3
Partially Upheld	12	35.3	9	24.3	21	29.6
Other	5	14.7	5	13.5	10	14.1
Not Upheld	5	14.7	5	13.5	10	14.1
Total	**34**	**100.0**	**37**	**100.0**	**71**	**100.0**

Personal Information Appeals filed regarding decisions by Ministries

	No.	%
Ministry of Community Safety and Correctional Services	71	68.3
Ministry of Community and Social Services	10	9.6
Ministry of the Attorney General	7	6.7
Ministry of Education	3	2.9
Ministry of Training, Colleges and Universities	3	2.9
Ministry of Labour	3	2.9
Ministry of Natural Resources	3	2.9
Ministry of Transportation	2	1.9
Ministry of Children and Youth Services	1	1.0
Ministry of Health and Long-Term Care	1	1.0
Total	**104**	**100.0**

Appeals

Personal Information Appeals filed regarding decisions by Provincial Agencies

	No.	%
University of Ottawa	22	39.3
University of Western Ontario	6	10.7
Ontario Human Rights Commission	5	8.9
Office of the Public Guardian and Trustee	4	7.1
University of Toronto	3	5.4
Workplace Safety and Insurance Board	3	5.4
Legal Aid Ontario	3	5.4
Alcohol and Gaming Commission of Ontario	1	1.8
Archives of Ontario	1	1.8
Criminal Injuries Compensation Board	1	1.8
Ontario Lottery and Gaming Corporation	1	1.8
University of Guelph	1	1.8
Wilfrid Laurier University	1	1.8
Carleton University	1	1.8
Champlain Local Health Integration Network	1	1.8
Laurentian University	1	1.8
York University	1	1.8
Total	**56**	**100.0**

Appeals

Personal Information Appeals filed regarding decisions by Police Services

	No.	%
Toronto Police Services Board	40	31.0
Ottawa Police Services Board	13	10.1
Halton Regional Police Services Board	12	9.3
Niagara Regional Police Services Board	11	8.5
Durham Regional Police Services Board	9	7.0
Peel Regional Police Services Board	8	6.2
York Regional Police Services Board	8	6.2
Hamilton Police Services Board	6	4.7
London Police Services Board	5	3.9
Barrie Police Services Board	2	1.6
Port Hope Police Services Board	2	1.6
Waterloo Regional Police Services Board	2	1.6
Windsor Police Services Board	2	1.6
Chatham-Kent Police Services Board	1	0.8
Guelph Police Services Board	1	0.8
LaSalle Police Services Board	1	0.8
Midland Police Services Board	1	0.8
Peterborough Lakefield Community Police Services Board	1	0.8
Smiths Falls Police Services Board	1	0.8
South Simcoe Police Services Board	1	0.8
Greater Sudbury Police Services Board	1	0.8
Timmins Police Services Board	1	0.8
Total	**129**	**100.0**

Appeals

Personal Information Appeals filed regarding decisions by Municipalities

	No.	%
City of Toronto	11	27.5
City of London	6	15.0
City of Vaughan	4	10.0
City of Mississauga	3	7.5
City of Ottawa	2	5.0
City of Sault Ste. Marie	2	5.0
Town of Smiths Falls	2	5.0
City of Hamilton	1	2.5
County of Essex	1	2.5
Municipality of Bayham	1	2.5
Municipality of Meaford	1	2.5
County of Prince Edward	1	2.5
Regional Municipality of York	1	2.5
Town of Gravenhurst	1	2.5
Town of Richmond Hill	1	2.5
Township of Faraday	1	2.5
Township of Severn	1	2.5
Total	**40**	**100.0**

Personal Information Appeals filed regarding decisions by School Boards

	No.	%
Dufferin-Peel Catholic District School Board	3	33.3
Greater Essex County District School Board	1	11.1
Hamilton-Wentworth District School Board	1	11.1
Kawartha Pine Ridge School Board	1	11.1
Thames Valley District School Board	1	11.1
Toronto Catholic District School Board	1	11.1
Toronto District School Board	1	11.1
Total	**9**	**100.0**

Appeals

Other Types of Municipal Personal Information Appeals Opened

	No.	%
Toronto Community Housing Corporation	5	55.6
Toronto Transit Commission	2	22.2
London Transit Commission	1	11.1
Ottawa Housing Corporation	1	11.1
Total	**9**	**100.0**

Privacy

No. of Privacy Complaints filed under *FIPPA* and *MFIPPA* since these laws came into effect
(Record-setting years highlighted)

Year	Privacy Complaints Opened	Privacy Complaints Closed
2009	264	227
2008	223	232
2007	213	222
2006	170	137
2005	101	96
2004	128	126
2003	104	128
2002	119	99
2001	96	95
2000	77	82
1999	94	88
1998	104	96
1997	170	188
1996	228	241
1995	233	234
1994	215	212
1993	208	215
1992	167	202
1991	151	90
1990	69	62
1989	38	31
1988	15	10

Privacy Complaints Closed in 2009, by Type of Resolution

	Provincial	%	Municipal	%	Total	%
Resolved	79	78.2	95	75.4	174	76.7
Withdrawn	7	6.9	12	9.5	19	8.4
Screened Out	11	10.9	14	11.1	25	11.0
Report Issued	1	1.0	2	1.6	3	1.3
Abandoned	1	1.0	3	2.4	4	1.8
Order Issued*	2	2.0	0	0.0	2	0.9
Total	**101**	**100.0**	**126**	**100.0**	**227**	**100.0**

* Files PI09-3 and PI09-4 closed by order PO-2826

Privacy

Source of Complaints

	Provincial	%	Municipal	%	Total	%
Individual	51	50.5	72	57.1	123	54.2
IPC Commissioner Initiated	6	5.9	11	8.7	17	7.5
Self-reported Breaches	44	43.6	43	34.1	87	38.3
Total	**101**	**100.0**	**126**	**100.0**	**227**	**100.0**

Privacy Complaints, by type of Resolution and Stage Closed

	Intake	%	Investigation	%	Total	%
Resolved	168	78.1	6	50.0	174	76.7
Screened Out	25	11.6	0	0.0	25	11.0
Withdrawn	18	8.4	1	8.3	19	8.4
Report Issued	0	0.0	3	25.0	3	1.3
Abandoned	4	1.9	0	0.0	4	1.8
Order Issued*	0	0.0	2	16.7	2	0.9
Total	**215**	**100.0**	**12**	**100.0**	**227**	**100.0**

* Files PI09-3 & PI09-4 closed by order PO-2826

Issues* In Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Disclosure	55	60.4	77	68.1	132	64.7
Security	12	13.2	13	11.5	25	12.3
Collection	7	7.7	9	8.0	16	7.8
Use	8	8.8	4	3.5	12	5.9
General Privacy Issue	2	2.2	3	2.7	5	2.5
Notice of Collection	1	1.1	2	1.8	3	1.5
Retention	2	2.2	1	0.9	3	1.5
Disposal	1	1.1	1	0.9	2	1.0
Accuracy	2	2.2	0	0.0	2	1.0
Access	1	1.1	0	0.0	1	0.5
Consent	0	0.0	1	0.9	1	0.5
Manner of Collection	0	0.0	1	0.9	1	0.5
Personal Information	0	0.0	1	0.9	1	0.5
Total	**91**	**100.0**	**113**	**100.0**	**204**	**100.0**

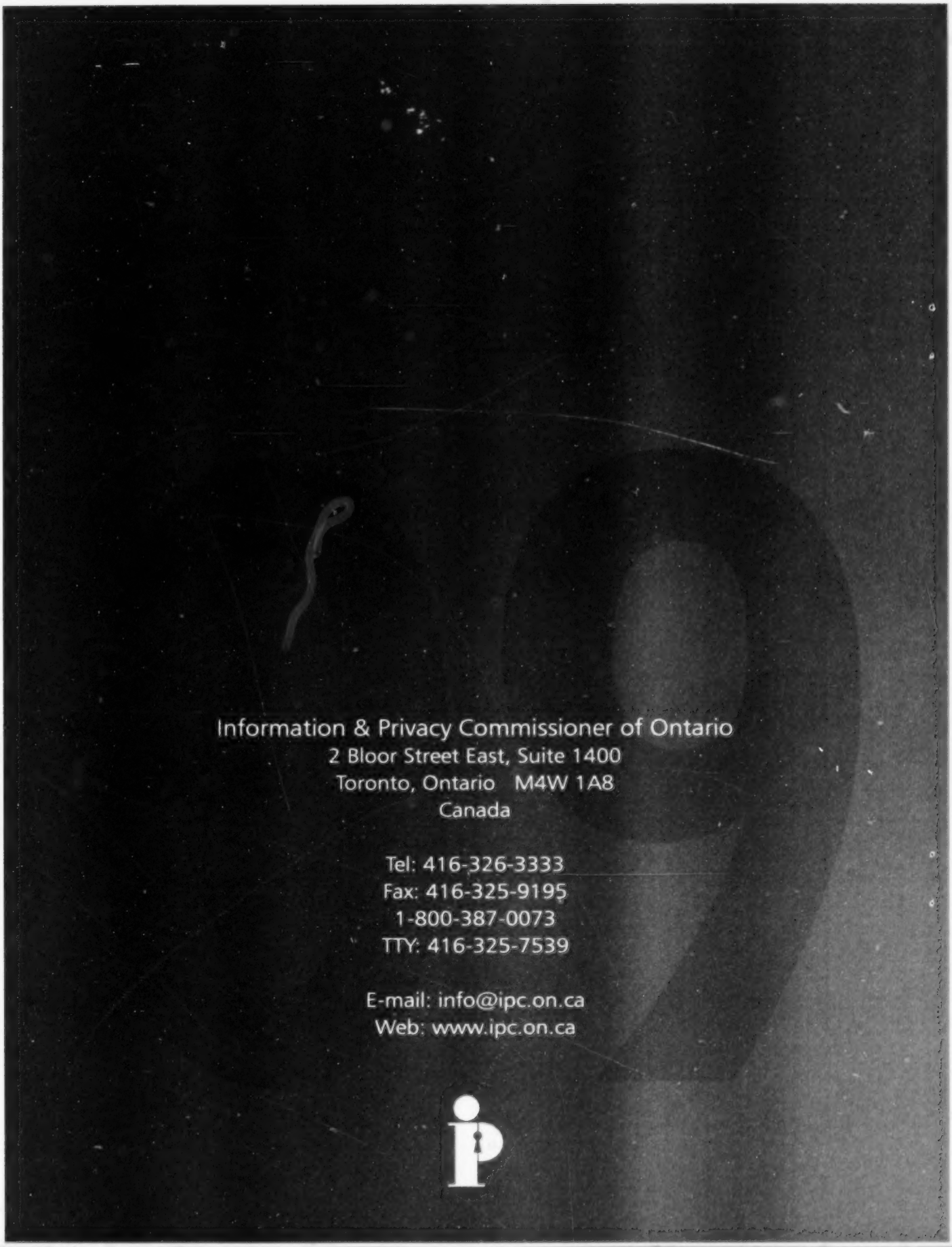
* The number of issues does not equal the number of complaints closed, as some complaints can involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

Privacy

Outcome of Issues* in Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Resolved, Finding Not Necessary	85	94.4	95	86.4	180	90.0
Complied in Full	3	3.3	8	7.3	11	5.5
Not Complied	1	1.1	3	2.7	4	2.0
Act Does Not Apply	0	0.0	4	3.6	4	2.0
Complied in Part	1	1.1	0	0.0	1	0.5
Total	**90**	**100.0**	**110**	**100.0**	**200**	**100.0**

* The number of issues does not equal the number of complaints closed, as some complaints can involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.



Information & Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Canada

Tel: 416-326-3333
Fax: 416-325-9195
1-800-387-0073
TTY: 416-325-7539

E-mail: info@ipc.on.ca
Web: www.ipc.on.ca